After Hours Monthly Support Summary

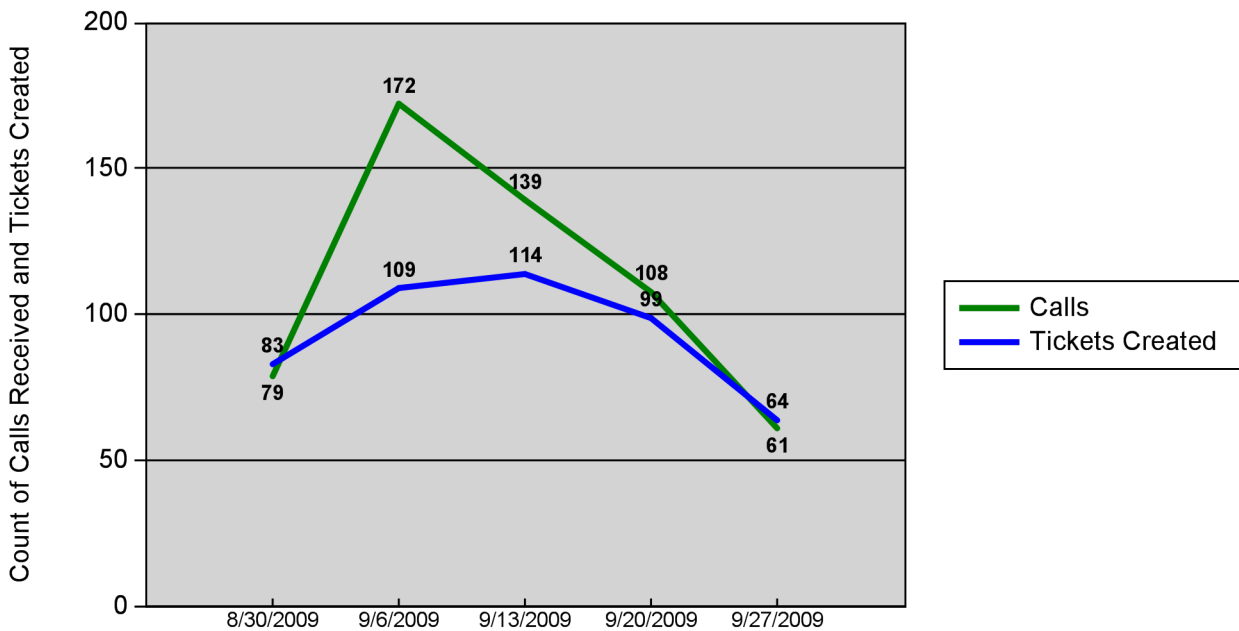For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

Total Calls:	559
Total Tickets:	469

Calls Received and Tickets Created By Week

NOTE: Occasionally, a phone call does not produce a REMEDY ticket (e.g. due to status callback, wrong number, etc). This explains discrepancies in the calls versus the total number of tickets.

After Hours Monthly Support Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

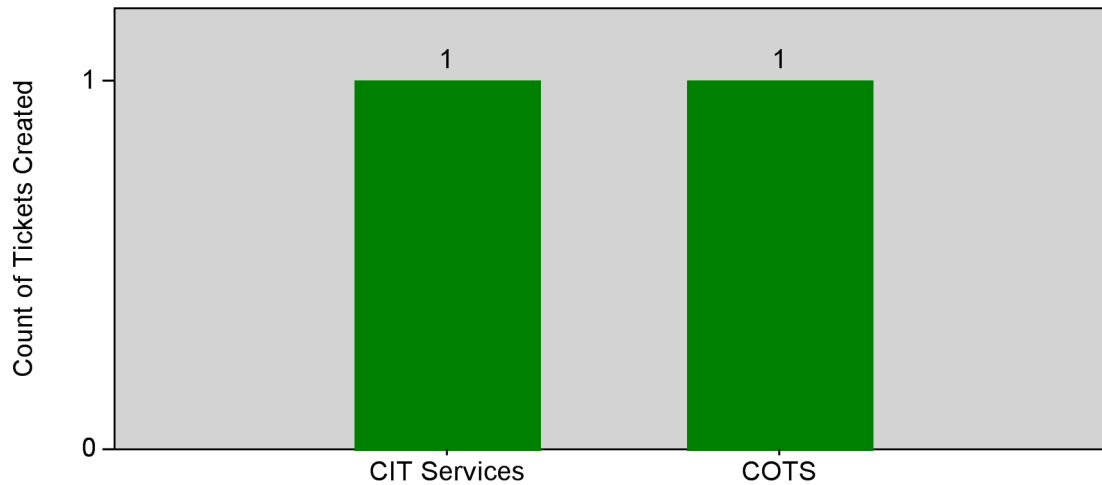Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 8/30/2009   **Calls Received: 79**   **Tickets Created: 83**
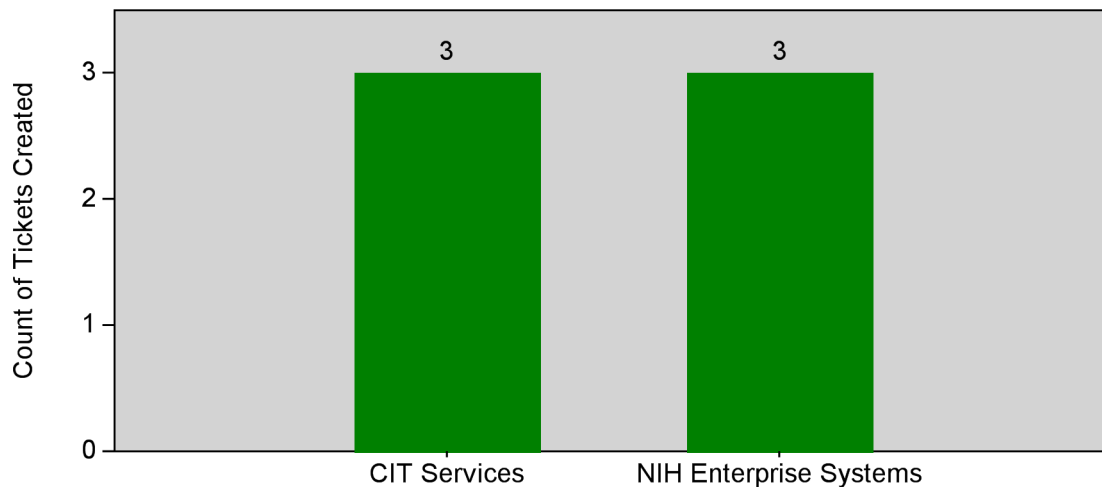
Tickets Created By Category Summary

For Week of: 9/6/2009   **Calls Received: 172**   **Tickets Created: 109**

Tickets Created By Category Summary

Snapshot Date: 10/1/2009 6:34:21 AM

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

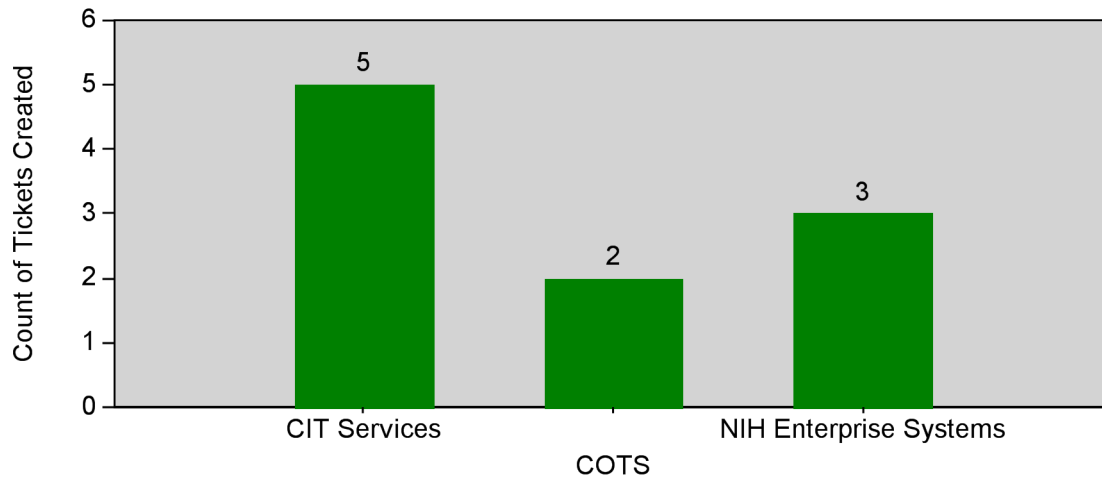Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 9/13/2009   **Calls Received: 139**   **Tickets Created: 114**

Tickets Created By Category Summary
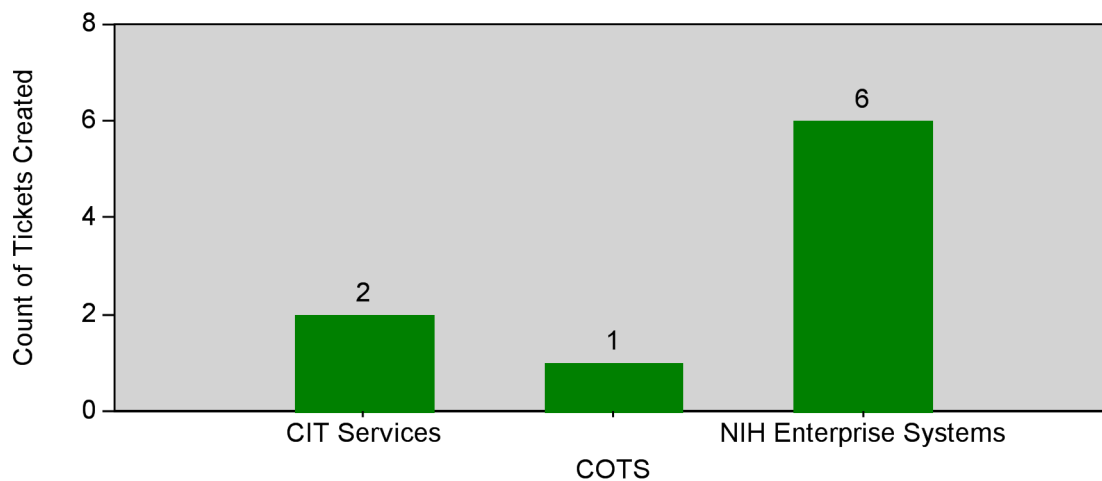

For Week of: 9/20/2009   **Calls Received: 108**   **Tickets Created: 99**

Tickets Created By Category Summary

After Hours Monthly Support Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

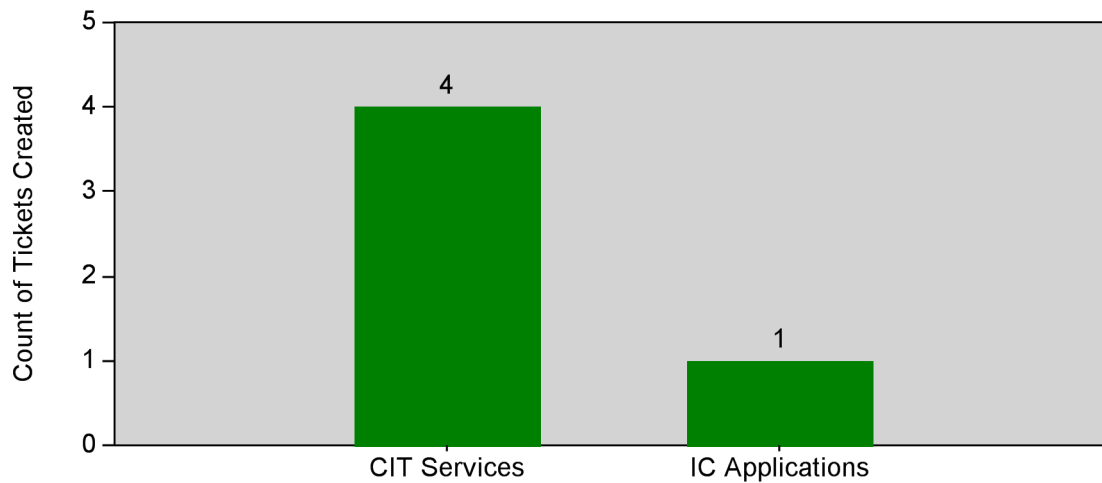Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

| **For Week of: 9/27/2009** | **Calls Received: 61** | **Tickets Created: 64** |

Tickets Created By Category Summary

GRAND TOTAL:	
Calls Received:	**559**
Tickets Created:	**469**